



Safer bottle stores

A guide to Crime Prevention
through Environmental Design

Disclaimer

The information contained in these guidelines is intended as a general guide. While reasonable measures have been taken to ensure that the information is current and accurate as at February 2019, Health Promotion, Health New Zealand – Te Whatu Ora cannot accept any liability for any inaccuracy, omission or deficiency in relation to the information. It is not legal advice and you should not rely on anything contained in these guidelines in any legal proceedings. The information provided does not replace or alter the laws of New Zealand, and you should consult the legislation and obtain your own legal and professional advice as appropriate. Health Promotion will not accept liability for any action taken in reliance on anything contained in these guidelines.

Contents

1. Crime in bottle stores	2
Types of bottle store crime	2
Aggravated robbery in bottle stores	2
The characteristics of bottle store crime	3
2. Your responsibilities as a licensee	5
Consider your impact on the local community	5
Keeping safe is good business practice too	5
3. What CPTED is and how it can help you	6
How can CPTED help you?	6
How does CPTED work?	6
The three CPTED approaches	6
Using CPTED: what you need to know	7
4. CPTED for bottle stores	9
CPTED principles – some questions for bottle stores	9
CPTED approaches for bottle stores	10
Natural approaches	10
Organised approaches	13
Mechanical approaches	15
5. Examples of CPTED layouts for bottle stores	18
Example of a poorly designed store	18
Example of a well-designed store	19
6. CPTED checklists for licensees and duty managers	20

CH1

CH2

CH3

CH4

CH5

CH6
CH14
LOSS

CH

Safer bottle stores:

A guide to Crime Prevention through Environmental Design

Who is this guide for?

This guide is for licensees of bottle stores. It will also be useful for anyone working in a bottle store, including duty managers and other staff.

How will this guide help you?

This guide will help you use Crime Prevention through Environmental Design (CPTED) to:

- prevent crime in your bottle store
- keep your staff and customers safe
- meet your responsibilities as a licensee.

Having good safety practices is part of having a great business. And, depending on what you're already doing about keeping people healthy and safe, it's not as hard, expensive or time consuming as you might think.

What does this guide cover?

The first part of the guide provides information about the types of crime that commonly occur in bottle stores and how using CPTED can help you prevent and respond to them. It covers:

1. Crime in bottle stores
2. Your responsibilities as a licensee
3. What CPTED is and how it can help you

The second part of the guide shows you how to use CPTED to make your premises safer. It covers:

4. CPTED for bottle stores
5. Examples of CPTED layouts for bottle stores
6. CPTED checklists for licensees and duty managers



1. Crime in bottle stores

By understanding more about the type of crime that occurs in bottle stores, you can take action to keep yourself, your staff and your customers safe.

In this section:

- [Types of bottle store crime](#)
- [Aggravated robbery in bottle stores](#)
- [The characteristics of bottle store crime](#)

Types of bottle store crime

Aggravated robbery is the most serious crime that occurs in bottle stores, and has the greatest potential for harm. It is robbery that involves a weapon, or more than one person, or results in grievous bodily harm.

Offenders committing aggravated robbery are seeking cash.

The other crimes that can occur in bottle stores are:

- theft – taking property, including the belongings of staff and customers
- burglary – entering a building with the intention of committing an offence (mostly breaking and entering and committing theft)
- aggravated burglary – having a weapon while committing a burglary
- robbery – theft accompanied by threats of violence
- assault with intent to rob – assault involving a weapon, or by more than one person, or where grievous bodily harm results
- wilful damage – property damage.

Aggravated robbery in bottle stores

Figures from the New Zealand Police show that between July 2017 and June 2018:

- there were **103 aggravated robberies of bottle stores**, up 6% from the previous year
- **firearms were used in 13%** of aggravated robberies in bottle stores
- **bladed weapons were used in 34%** of aggravated robberies in bottle stores
- there was at least one **aggravated robbery of a bottle store in every Police district** in New Zealand except for Tasman
- **the majority of robberies occurred in greater Auckland and Waikato** – Counties Manukau had the highest number of aggravated robberies of bottle stores at 37; Waikato had 17; and Auckland City 15.

Data for injuries resulting from aggravated robberies only exists for January to June 2018, but it shows that **23% of aggravated robberies resulted in injury.**

The characteristics of bottle store crime

Police data¹ suggests that bottle store crime is:

- **motivated by cash, tobacco and alcohol** – money, tobacco and alcohol were taken in 66%, 47% and 12% of commercial robberies respectively
- **more common at certain times** – aggravated robbery is most likely to occur on Saturday and Sunday nights between 8pm and 10pm, and is more common in winter
- **often connected to other crime** – for example, a stolen vehicle was used in at least 33% of robberies. Items taken are often on-sold to obtain illegal drugs
- **often carried out by young offenders** – 44% of offenders were 16 or younger at the time of the offence. If we include 17-year-olds, this rises to 55%
- **opportunistic** – rather than planning their crime offenders tend to act spontaneously using whatever weapons they have to hand (such as a tyre iron in the boot of a car)
- **hurried** – the average aggravated robbery of a bottle store lasts between two and three minutes
- **less likely to occur when you have customers** – incidents are less likely to occur when members of the public are present in the store.



¹ This data is for 'commercial aggravated robberies' and includes dairy/superette, petrol station, bottle store, restaurant/cafe, and bar/pub/hotel. It is for the period July 2017 to June 2018.



2. Your responsibilities as a licensee

As a licensee, you need to consider how your premises would affect the 'amenity and good order' of the local area. The decision makers will take this into account when deciding whether or not to grant your application for a licence. You are not required to use CPTED under the law; however, it is a useful tool that can help you meet your responsibilities as a licensee.

In this section:

- [Consider your impact on the local community](#)
- [Keeping safe is good business practice too](#)

Consider your impact on the local community

When you apply for a licence you need to demonstrate that your licence, if granted, would have little or no negative effects on the 'amenity and good order' of the local area. This is an assessment of how 'pleasant and agreeable' the area is now and the effect your premises may have on that.

Late trading, noise, litter, anti-social behaviour, congestion and crime around licensed premises can all cause concerns for the community and have negative effects on the neighbourhood.

When deciding whether to grant a licence under the Act, the decision makers (the District Licensing Committee or the Alcohol Regulatory Licensing Authority) must consider a number of criteria. These include the layout and design of the premises and the potential impact on the surrounding neighbourhood. It will be helpful to your application if you can show that your layout will contribute to reduced harm and crime – both in and around your premises.

Keeping safe is good business practice too

Making your premises safe is good business practice.

As well as responsibilities under the Sale and Supply of Alcohol Act 2012, licensees also have responsibilities under the Health and Safety at Work Act 2015 to keep their employees safe.

Apart from obvious benefits such as worker wellbeing, a focus on health and safety also helps:

- increase productivity
- reduce worker absenteeism
- give your business a strong image
- bring peace of mind to workers and owners
- fulfil your legal responsibilities
- keep customers happy.

Find out more about your general duty of care from WorkSafe [worksafe.govt.nz](https://www.worksafe.govt.nz), or health and safety for businesses from the Ministry of Business, Innovation and Employment [business.govt.nz](https://www.business.govt.nz).

3. What CPTED is and how it can help you

CPTED stands for Crime Prevention through Environmental Design. The fundamental idea of CPTED is that good design and use of the built environment can reduce crime and the fear of crime.

While crime occurs for many reasons and cannot be prevented by design alone, CPTED can make a difference. It has been shown to reduce opportunities for crime and anti-social behaviour and is used around the world. CPTED helps improve planning and design decisions and provides communities with practical crime prevention tools.

In this section:

- [How can CPTED help you?](#)
- [How does CPTED work?](#)
- [The three CPTED approaches](#)
- [Using CPTED: what you need to know](#)

How can CPTED help you?

Using CPTED in your premises can help you:

- keep your staff and customers safe
- reduce the risk of robbery and its financial impact
- reduce your risk of being targeted for other crimes
- make your premises more inviting for customers.

How does CPTED work?

CPTED is based on one simple idea: that crime results partly from the opportunities presented by the physical environment. This means that by changing the physical environment, we can reduce the chances of crime occurring.

While it may not seem so, offenders often operate in a rational fashion. They prefer to commit crimes that require the least effort, provide the highest rewards and pose the lowest risks. Offenders may decide whether or not to commit a crime in a location by considering:

- How easy will it be to enter the area?
- Can I see the things I want to steal?
- Will it be easy to steal them?
- What are the chances of being seen?
- If I am seen, will the people in the area do something about it?
- Is there a quick, direct route to leave after the crime is committed?

The three CPTED approaches

CPTED has three approaches to managing the physical environment in ways that will reduce the opportunity for crime:

Natural approaches involve crime prevention as part of the design of a built environment. Natural approaches affect the behaviour of staff, customers and the public so that crime is less likely to occur. For example, if bar staff can see what is happening throughout the premises from behind the bar, then they are able to intervene if problems occur.

Organised approaches involve things like security guards, community patrols, or Police who can act as guardians of a business or a public space.



Mechanical approaches include the use of items like closed circuit television (CCTV), counter barriers, roller doors, and alarms – things that many people associate with crime prevention. While some are simple and low cost, others are expensive and beyond the budget of owner-operated premises.

Use natural approaches first if you can. More expensive organised and mechanical strategies should be considered when you have exhausted the natural approaches or they are unsuitable.

Using CPTED: what you need to know

CPTED works best when it involves a combination of prevention measures

CPTED is a broad approach to crime prevention. There is no one correct way to 'do' CPTED – it works best when it involves several prevention measures. CPTED is about more than CCTV or a roller door. While you may use CCTV, for example, it will only be effective in reducing crime if you are doing other things as well.

You can use CPTED in new or existing premises

Ideally, it would be great to incorporate CPTED into the design of new premises from the beginning. But you don't have to be starting from scratch to use CPTED. You can build CPTED ideas into a refit of your premises. You can also use CPTED in your existing premises. Think about how CPTED applies in your own situation.

CPTED is about preventing crime rather than catching offenders

CPTED is about crime prevention rather than apprehension and punishment. It focuses on designing environments to make them less attractive to potential offenders and less likely to be targets of crime. While some CPTED approaches (such as CCTV) can help identify offenders, the overall purpose of CPTED is to prevent crimes from occurring in the first place.



LK

the

y at

ros

se



4. CPTED for bottle stores

Offending is influenced by opportunity. The greater the opportunity to offend and get away with it, the more offending will occur. If you reduce opportunity in bottle stores, you reduce offending.

You can reduce opportunity by:

- making the desired items (cash, tobacco and alcohol) harder to access in and remove from the store
- using good surveillance – incidents are less likely to occur when people are present and can see what is going on.

CPTED reduces criminal opportunity and encourages positive use of an area by people who have a good reason to be there. This in turn increases use and guardianship of an area and makes crime less likely to occur.

This section shows you how you can apply CPTED directly to your bottle store to keep it safer.

In this section:

- [CPTED principles – some questions for bottle stores](#)
- [Specific CPTED approaches for bottle stores](#)
- [Keeping safe during a crime](#)

CPTED principles – some questions for bottle stores

There is no single way to apply CPTED as each location and circumstance is different. But there are four key principles that need to be considered in all cases. Think about your own situation and then consider the questions below.

1. Surveillance – people are present and can see what is going on

Ask yourself:

- Can staff clearly see the entrance, the outside of the store, and throughout the interior?
- Can members of the public clearly see the entrance to the store and inside the store?
- What can you do to improve visibility and surveillance?

2. Access management – methods are used to attract people and vehicles to some places and restrict them from others

Ask yourself:

- Where do you and don't you want vehicles to be? Does the physical environment support this?
- Does the physical environment around your store encourage people to be where you want them or the reverse?
- Where do you and don't you want people to be once they are inside your store? Does your interior layout support this?
- What can you do to encourage people or vehicles to be where you want them and discourage them from areas where you don't want them to be?

3. Territorial reinforcement – clear boundaries encourage community ownership of the space

Ask yourself:

- Is it clear where your store ends and public space begins? For example, is your doorway providing opportunities for people to loiter in a 'public' space?
- What can you do to make the boundary between your store and public space clearer?

4. Quality environments – good quality, well-maintained places attract people and support surveillance

Ask yourself:

- Is your store, and its surrounding environment, clean and attractive?
- Do people feel safe and comfortable in the surrounding area?
- What can you do to make your surrounding environment more attractive?

CPTED approaches for bottle stores

This section sets out specific approaches and methods for preventing crime in your bottle store using environmental design.

CPTED works best to prevent crime when you use a combination of measures. Use natural approaches first, if you can, so that crime prevention is integrated into design and becomes part of the built environment. Leave the more expensive organised and mechanical strategies until you have tried the natural approaches available to you.

Natural approaches

Natural approaches involve crime prevention as part of the design of a built environment. These approaches drive the behaviour of staff, customers and the public so that crime is less likely to occur.

This section suggests the following natural approaches:

1. Improve visibility to increase safety
2. Ensure your layout supports safety
3. Keep the area around your store clean and attractive



Example of good visibility into store



Example of obstructed visibility into store

1. Improve visibility to increase safety

Robbers prefer to work unobserved. Improving the visibility into the store from outside reduces the risk for robbery.

- ✓ Enable people walking past to see as much of the inside of the store as possible. There should be clear lines of sight into and out of the store from surrounding areas.
- ✓ Reduce the number of advertising signs on windows and keep windows clear of shelving and displays to increase visibility. While you may get paid to have advertising on your windows, you must balance this with the need to keep your store safe and reduce the community's exposure to alcohol advertising and its negative impacts on the amenity and good order of the locality. There is little point in installing a range of mechanical security devices instore if your windows are covered from floor to ceiling with advertising and there is no visibility in or out.
- ✓ Trim any external trees and plants so they don't impede visibility into and out of the store.

Some bottle store owners express concern that increasing visibility allows potential offenders to see into their store and encourages crime. The opposite is true – robbers **prefer** to work unobserved. Improving the visibility into the premises from outside **reduces** your risk of robbery.

2. Ensure your layout supports safety

The way you lay your shop out can have a big impact on safety.

- ✓ Position the cash register and staff to ensure good control over the premises. The counter and cash register are best positioned near the entrance to allow staff to monitor who is entering and leaving the premises.

- ✓ Position the cash register so that potential offenders cannot see the amount of cash in the drawer.
- ✓ Raise the platform behind the service counter to give staff a better view of the interior of the premises and shelving/displays, as well as the exterior of the premises and the street outside.
- Locate any safes on the premises out of public view.
- ✓ Make stock displays no higher than 1.3m so the cashier can always see customers in the store. Position shelving in one direction so you have a clear view down each aisle.
- ✓ Ensure cold stores have clear glass frontage and low displays to give clear visibility of potential shoplifting.
- ✓ Check that your store interior does not provide any hiding places for potential offenders.
- ✓ Where blind spots exist, use carefully positioned mirrors and/or CCTV.
- ✓ Display smaller merchandise closer to the cash register counter, not at the back of the shop.



Example of good visibility of interior of store

3. Keep the area around your store clean and attractive

It is important that the area around your store is clean, tidy and attractive and people feel safe.

- ✓ Check that the outside of your store (front, back and sides) does not provide any hiding places for potential offenders. Remove anything (such as stacked crates in rear delivery areas) that could provide a place for an offender to hide.
- ✓ Make sure that there is nothing to encourage loitering outside your store; for example, avoid having recessed front entrances, notice boards, etc.
- ✓ Get any graffiti or tagging removed as soon as possible (within 24 hours). This is the best deterrent in combating graffiti. Some councils offer a free removal service.
- ✓ Work with the council, local businesses and the residents' association to improve the appearance and safety of the local area if you think improvements need to be made.
- ✓ Get in touch with your local council and ask them to help sort the situation if you have concerns about council facilities such as a broken streetlight or a bench that encourages loitering.
- ✓ Consider installing a door viewer (peephole) into, and sensor lights outside, any doors that staff leave by at the end of the night, and encourage them to check these before leaving.
- ✓ If you have a dedicated car park for your venue, ensure it is well lit at night.
- ✓ Organise daily inspections of the outside of your premises, and clean up any rubbish that is on or around your premises – even if it hasn't come from your premises.



Organised approaches

Organised approaches to crime prevention involve people who can help act as guardians of a business or a public space. This section looks at the following organised approaches:

1. Staff
2. Community patrols
3. Māori Wardens
4. Police
5. Local groups for licensees

1. Staff

Good management and staff practices can support good design and promote safety. These include:

- ✓ having enough staff on duty to be able to properly serve customers and monitor the store
- ✓ ensuring customers (and potential offenders) can see staff as soon as they enter the store. Having staff greet customers as they enter the store advises any potential offenders that they have been seen and are being watched
- ✓ using a door buzzer to alert staff to someone entering or leaving the store, particularly if staff are not at the checkout
- ✓ having two or more staff on after dark to keep your staff safer
- ✓ waiting until the end of the day to cash up, when all customers are gone – close and lock all doors and entrances and then start to cash up. Offenders tend to target venues with poor practices that start to cash up when the premises is still open to the public.

2. Community patrols

Community patrols are organised and operated by their local communities. They are volunteers who work closely with Police as extra ‘eyes and ears’ to assist Police and other agencies to build safer communities. Community patrols are independent from the Police but receive regular Police guidance, training and tasking. Find out if you have community patrols in your area at the Community Patrols of New Zealand website cpnz.org.nz.

3. Māori Wardens

Māori Wardens volunteer their services throughout New Zealand, providing support, security, traffic and crowd control, first aid, and other services to the community. Māori Wardens create safer communities, encourage and assist rangatahi, and support whānau.

Māori Wardens are not police, but they have specific powers under the Maori Community Development Act 1962 to limit unruly behaviour on licensed premises. According to section 31, a Māori Warden may:

“...at any reasonable time enter any licensed premises in any area where he is authorised to carry out his duties and warn the licensee or any servant of the licensee to abstain from selling or supplying liquor to any Maori who in the opinion of the Warden is in a state of intoxication, or is violent, quarrelsome, or disorderly, or is likely to become so, whether intoxicated or not”.

The licensee or any employee commits an offence if, after being warned, they supply alcohol to that person on that day.

Find out about Māori Wardens in your area and how you can build relationships to make your community safer. You can find out more about Māori Wardens at tpk.govt.nz/en/whakamahia/maori-wardens

4. Police

Actively build relationships with Police so that you can share information with one another about what is happening in your area.

The Police provide useful crime prevention information for businesses on their website including:

- a commercial crime prevention checklist [police.govt.nz/forms/commercial-premises-security-audit](https://www.police.govt.nz/forms/commercial-premises-security-audit)
- tips for handling cash safely.

5. Local groups for licensees

Many areas have local Alcohol Accords or licensee groups that meet up regularly with Police, public health and councils. These groups can be useful places to share information about local crime trends and crime prevention practices.



Mechanical approaches

Mechanical approaches use CCTV, counter barriers, roller doors, and alarms – things that many people associate with crime prevention. While some are simple and low cost, others are expensive to purchase and some include costs for maintenance and ongoing fees.

This section looks at the following mechanical approaches:

1. Lighting
2. Security – physical protections and barriers
3. Entry controls
4. Alarms
5. Fog cannons
6. Safe rooms
7. CCTV

1. Lighting

Good lighting outside your shop and at your entrance ensures customers can see and be seen when entering and leaving the premises.

When deciding on lighting outside your premises, think about who should (and shouldn't) be using the area and when.

Offenders usually like to commit crime without being seen. The aim of security lighting is to stop offenders

being able to operate unobserved. However, if an area cannot be monitored at night, then lighting will only help an offender see what they are doing, rather than deter them. In this case, other security measures will be required such as CCTV or monitoring by security staff.

- ✓ Install bright lighting inside to assist with being seen from outside on the street as well as improving visibility of customers in the store.
- ✓ Provide good lighting to enable staff to monitor for the signs of intoxication and check IDs.
- ✓ Ensure external areas such as car parks, rear loading areas, etc. are well lit when in use. Good quality lighting discourages people who may engage in conflict, disorderly behaviour and criminal offending.
- ✓ Ensure that street lighting outside the premises is working properly.

2. Security – physical protections and barriers

Physical barriers and protections slow down offenders and reduce their chances of success. It is important to know that slowing down offenders does **not** make them become more aggressive or likely to injure staff. Rather they are more likely to leave the scene.

- ✓ Make desired items more difficult to access and remove, for example by bolting tills to the counter, and using lockable cabinets or vending machines for tobacco.



- ✓ Use external physical barriers to prevent access to the premises when you are closed.
 - Reinforce vulnerable doors and windows with interior screens, security glass or anti-shatter film.
 - Place bollards in front of vulnerable windows or doors to provide protection from cars being used in ram raids. Your local council may place restrictions on the use of bollards or other external security features. Talk to them and find out what is allowed.
 - Avoid external roller doors. They don't make places look attractive and they attract graffiti.
 - Ensure that all entry and exit points have door latch guards to make them jimmy-proof.

3. Entry controls

Night pay and controlled entry systems can provide extra protection for staff, particularly during high risk times (such as after dark).

Controlled entry systems allow staff to control who can enter the store. Night pay systems mean that staff do not need to allow any entry to the store. They allow the staff to remain separated from customers and potential offenders.

Delaying the entry of offenders reduces crime and the chances of staff injury.



Example of CCTV monitor

Using these controls slows down offenders and reduces their chances of success. Slowing down offenders does **not** make them become more aggressive or likely to injure staff. Rather they are more likely to leave the scene.

4. Alarms

An intruder alarm with a **silent** panic button can immediately alert the alarm monitoring centre of an aggravated robbery. A panic button positioned in the cold store is also good practice in case an offender restrains an employee there. Integrating the intruder alarm with premises lighting, so that the lights come on automatically when the alarm activates, can have the effect of driving the offenders out, as well as improving the quality of CCTV images captured.

5. Fog cannons

Fog cannons are security devices that fill a room with dense fog in a matter of seconds. They are activated by an emergency button. Fog cannons are an effective deterrent because they create a no-go area for offenders. Offenders are unable to see anything inside the shop and cannot locate high value items. It also allows employees to retreat to a safe place and lessens the risk of being a target of violence.

6. Safe rooms

Consider making a safe room in your premises where staff can go if there is a crime in progress. By physically separating themselves from offenders, staff are less likely to be assaulted or injured.

7. CCTV

CCTV is particularly useful for observing areas that cannot be easily or naturally seen by staff, customers or the public within and around licensed premises. In this case CCTV can act as a deterrent to misbehaviour, particularly where the public is aware that they are monitored and action may be taken for deviance disclosed via this medium.

The use of CCTV in bottle stores is encouraged as part of an overall crime prevention strategy. Making its use highly visible may deter a robber, as well as assist with their detection and identification if a robbery occurs.

Think carefully about using CCTV – what are you trying to achieve? If you want CCTV to deter offenders, then it should be highly visible, but if it is to provide intelligence for identification purposes it should be more discreet.

CCTV can:

- ✓ increase the accountability of staff
- ✓ help identify offenders
- ✓ provide evidence of violence occurring in and around the premises
- ✓ provide evidence of any other serious crimes occurring in, or involving people at, the premises
- ✓ help identify physical hazards and guide improved premises design.

It is important that staff understand how to operate the equipment and how to view and download footage. Because CCTV captures images of people, which can be used, stored, manipulated and disseminated, those who operate the systems need to know how to manage privacy issues. Good management of personal information is essential to the effective running of CCTV systems. For more detailed information read *Privacy and CCTV: a guide to the Privacy Act for businesses, agencies and organisations* at privacy.org.nz.

8. Keeping safe during a crime

If a crime occurs at your premises, keeping yourself, your staff and your customers safe must be your priority. Remember that the offender is there to get things (cash, tobacco, alcohol), so it is safer to let them take what they want rather than putting yourself at risk of harm.

Aggravated robberies generally last between two and three minutes. This feels like a long time while it is happening, but try to stay calm and remember that the offender will soon be gone. On average, Police respond to aggravated robberies within five to six minutes.

Here are some dos and don'ts for keeping safe during a crime:

Do...

- ✓ Do build relationships with your local Police
- ✓ Do train your staff on what to do in the event of a crime
- ✓ Do tell your staff that their safety comes first
- ✓ Do ring the Police on 111 in an emergency
- ✓ Do report crimes to the Police as soon as you can
- ✓ Do get to know local businesses and neighbours so you can share information and keep an eye out for one another

Don't...

- ✗ Don't confront the offender or put yourself in harm's way
- ✗ Don't use weapons or encourage your staff to use weapons
- ✗ Don't try to restrain the offender
- ✗ Don't chase the offender

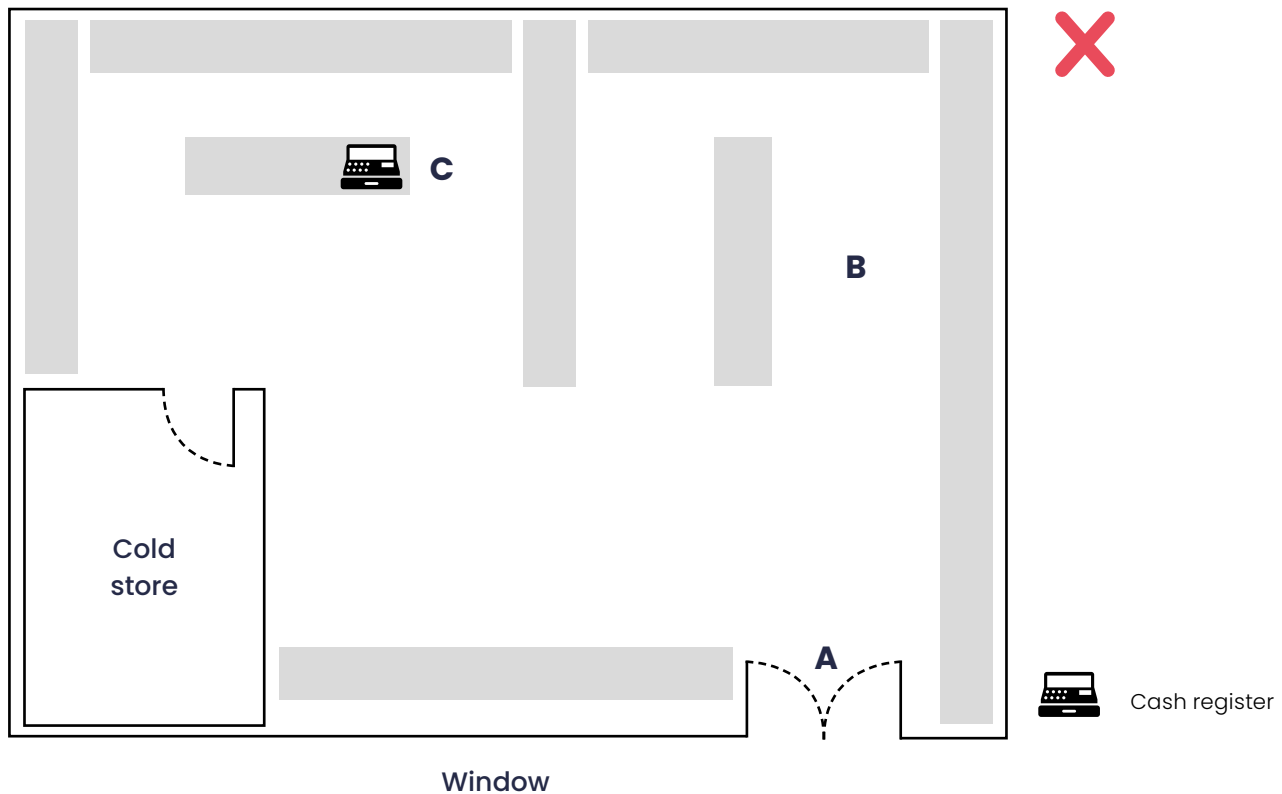


Example of CCTV at rear of premises

5. Examples of CPTED layouts for bottle stores

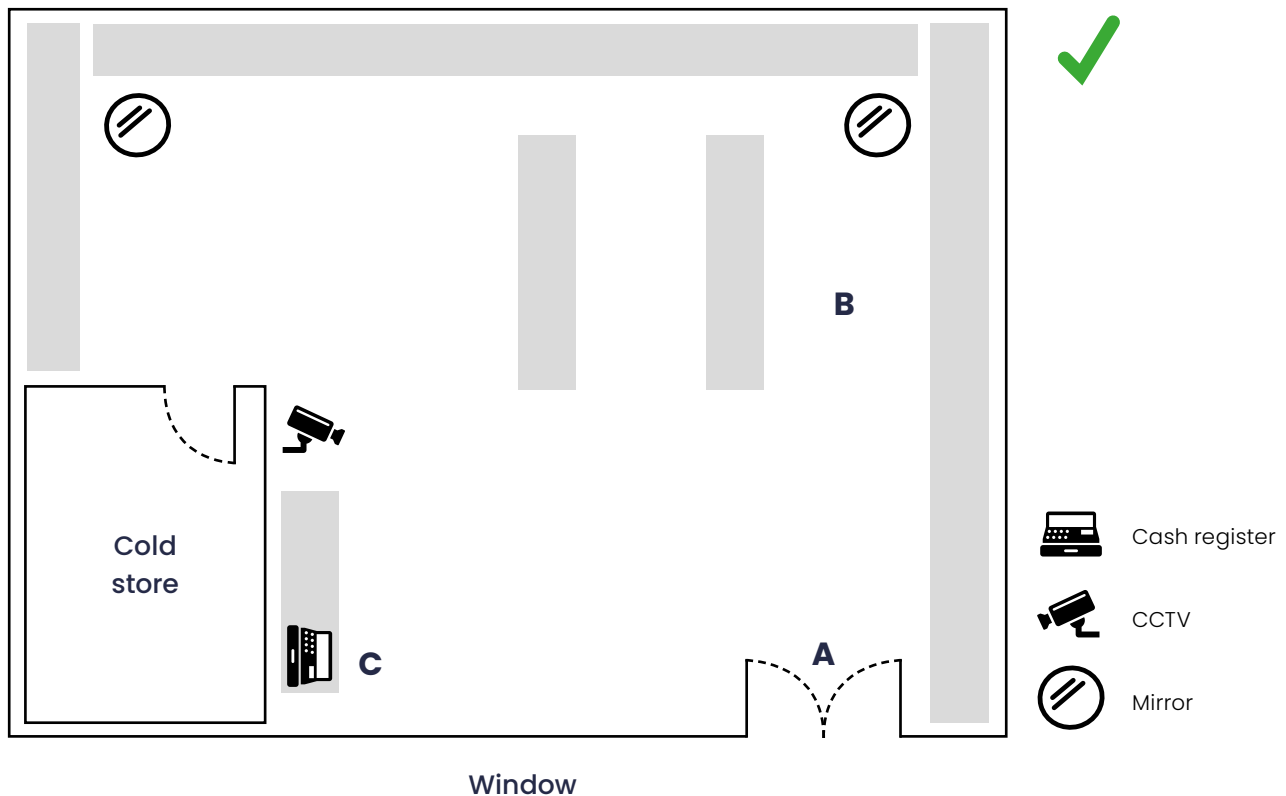
Example of a poorly designed store

- A person entering the premises at site A cannot be seen by the cashier and has a good view of the entire store
- The cashier has limited view of the store
- The person may wait unseen at site B for the best opportunity to strike
- A robbery at site C is unseen from outside because the windows are obstructed by shelving and posters
- The robbery is hidden from view and the person feels more confident
- There is also an increased risk of shoplifting at site B



Example of a well-designed store

- Clear windows with few posters and no shelving improve visibility into and out of the store
- Improved lighting increases visibility into the store
- The cash register positioned close to the door at site C allows staff to see people enter and leave the store at site A
- The cash register is raised to improve visibility within the store
- Improved shelving layout ensures site B is now visible to the cashier
- The use of mirrors ensures staff can see the entire store
- CCTV installed acts as a deterrent and aids in identification if a robbery occurs



6. CPTED checklists for licensees and duty managers

Licensees and duty managers can regularly use the checklist below to regularly assess whether CPTED measures are in place.

CPTED checklist for off-licensed premises	Yes	No	N/A
Windows			
There is good visibility to and from the premises and the street			
Lighting			
Lighting inside the premises is suitable			
Lighting allows customers to be seen as they enter the premises			
Lighting allows staff to check IDs, etc.			
Lighting outside the premises is suitable			
Lighting outside the premises discourages loitering			
Car parks and loading bays are well lit when in use			
Street lighting outside the premises is working properly			
Internal layout			
Cash register is positioned near the main entrance			
Cash register area is raised to improve visibility			
Safe is out of public view			
No stock displays are greater than 1.3m			
Entire premises can be seen by the cashier			
There is good visibility into cold stores			
Where there may be blind spots, mirrors or CCTV are installed			
Smaller stock items are located close to the register			
Security			
Doors and windows are reinforced			
Nothing encourages loitering outside the premises (eg notice boards, etc.)			
There are no recessed entrances to the premises			
Intruder alarm is installed			
Alarm is monitored by monitoring centre			
Panic buttons are linked to intruder alarm			

CPTED checklist for off-licensed premises	Yes	No	N/A
CCTV			
CCTV is installed			
CCTV is positioned to monitor vulnerable areas			
Customers are aware of the CCTV system			
Staff understand its operation			
Staff			
There are sufficient numbers of staff to control the premises			
Two or more workers are on duty after dark			
Staff are visible to customers upon entering the store			
Staff greet/acknowledge customers entering the store			
Door buzzer notifies staff of customers entering the store			

Health Promotion, Health New Zealand – Te Whatu Ora

Email: enquiries@hpa.org.nz

For help contact the Alcohol Drug Helpline
on **0800 787 797**

To order resources visit resources.alcohol.org.nz